



Elizabeth Goolsby  
Fayetteville VA Medical  
Center Director

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## Employer of Choice

by Elizabeth Goolsby

In one of my Town Hall meetings with you, we talked about (-) **The Dash**. **The Dash** represents the events that occur between two points in time. The time maybe many years to a few minutes in length but are significant for the individual. We also talked about the priorities that make a difference in **The Dash** for our patients and staff. The priorities of access to high quality safe patient care and services, being an employer of choice, and being a good steward of our resources – people, time, money, and space. The following are some **The Dash** moments that patients, families, and others have shared with me.

Veteran J.P. gave kudos for the awesome treatment that is provided by **Leslie Withrow, RN** in the Dogwood Clinic. "She is thorough and takes time with me. She really cares about me and all veterans."

A letter from Veteran D.W. told of the efficient, kind, total patient focus experienced over several months from **Dr. Kallepalli, Catherine Curtis, and David Burns** in Physical Medicine and Rehabilitation Service. The experience gave the writer great confidence in the caliber of care provided at Fayetteville.

An **Ask The Director** communication told of the caring attitude, friendly service, and prompt attention from the **staff at the reception desk at the Community Based Outpatient Clinic at Jacksonville**. The writer also appreciated the fresh, hot coffee in the waiting room.

**Dr. Philip Lewis** of the Podiatry Clinic received kudos from a veteran for the time he took to explain procedures in an easy to understand manner. The writer appreciated that he did not feel rushed into making a decision about surgery.

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# CELEBRATIONS DURING NATIONAL NURSES WEEK AT FAYETTEVILLE VAMC & COMMUNITY BASED OUTPATIENT CLINICS (CBOCs)



Elizabeth Goolsby, Fayetteville VAMC director, meets a Vietnam Veteran nurse, Mary Craddock, at the Wilmington CBOC.



**Fayetteville VAMC & Village Green** nursing staff dressed in the traditional white coat uniform to honor nurses and their contributions throughout history during nurses week. This recognized all nurses and assistants as exceptional staff who work with extraordinary people.



Photo from right: Joyce Alexander-Hines, Fayetteville VAMC Associate Director of Patient Care Services, extends her appreciation to **Mary K. Hall, Methodist College Director and Chair of Nursing**, for speaking to our nurses at the **medical center and all Community Based Outpatient Clinics** that participated through video teleconference, May 9.



Nurses at the **Wilmington CBOC** celebrated nurses week by giving back to patients with a thank you card for their military service.

The Jacksonville CBOC employee recognition and lunch celebration included honoring WWII Veteran nurse Eleanor Audrey Mills. (Photo below from left: Elizabeth Goolsby, Eleanor Mills and Clell Penny, RN and Nurse Manager)



Fayetteville VAMC celebration cookout at the medical center Gazebo



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## Welcome our new primary care providers



**Dr. Zbigniew Trojanowski is the new Primary Care Provider at the Brunswick County Outreach Clinic in Supply, NC**



**Dr. Melinda Miller is the new Primary Care Provider at the Jacksonville Community Based Outpatient Clinic in Jacksonville, NC**

**Coaching Into Care will be initiating a national campaign to educate the public about the VA's national VA telephone service for family members and friends who want assistance in helping a Veteran seek care.**

**Toll-free call center  
(888) 823-7458  
8am – 8pm Eastern  
Monday through Friday**

**Email:  
[CoachingIntoCare@va.gov](mailto:CoachingIntoCare@va.gov)**

**Web site:  
[www.mirecc.va.gov/coaching/](http://www.mirecc.va.gov/coaching/)**



**A message from Fayetteville VA Medical Center Chief of Staff,  
Dr. Annapurni Teague**

**1-What are your short term goals as the new COS?** Improve patient flow to ensure continuity of care. Strengthen scheduling and recall process so that “no veteran is left behind” and to improve access especially in specialty and Behavioral medicine.

**2-What are your long-term goals?** Expansion of services (Surgical, Medical, rehabilitation and Tele-health). Expansion of Affiliation with various academic institutions (Duke University, University of North Carolina at Chapel Hill, East Carolina University, Campbell University, Methodist College and Fayetteville State University). Strengthen the VA-DOD liaison to make it a seamless flow for a Veteran.

**3-What do you want to say to our staff to encourage them to work together and achieve these goals as we move towards the level 2 complexity for our medical center?**

Fayetteville VAMC is perched on a land of opportunity. We have a growing number of Veterans to serve; we have the national and network to support; we partner with academic institutions; and we have the energy and enthusiasm of staff who want to make a difference. It is entirely up to us to convert all the energy, support and interests into actions to “pay back” our Veterans who have proudly served for our freedoms. I am very fortunate to have this opportunity to serve you.



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*Continued from page 1*

**Bonnie Friedland** at the Community Based Outpatient Clinic in Wilmington was recognized by a patient's family member for providing skillful, compassionate care.

A patient recognized **Mary Boateng, RN**, Wound Care Nurse, for helping him to heal a leg wound that had persisted for 22 months. He described a return to a quality of life he did not think was possible.

**Lidia Carroll**, Respiratory Therapy took time out of a completely booked clinic and gave up her lunch time to help a veteran having difficulty with his Continuous Positive Airway Pressure (CPCP) machine.

**The Dash** experience from our patients' viewpoint. These are the experiences that make a difference.



More than 90 staff members completed the Compliance Word Search puzzle at the Fayetteville VAMC to celebrate **National Compliance and Ethics Week** May 6-12. This provided an opportunity to reinforce our commitment to integrity in business compliance and ethics with the **"Think Integrity First"** theme. At the information display, employees discussed compliance business issues, obtained brochures and participated in the Compliance Word Search puzzle. Employees also signed up to be a member of an ethics subcommittee.

Winners from the drawing of the CBI and Ethics Word Search Puzzles

1<sup>st</sup> Prize- \$15.00 Canteen Gift Certificate.....**Lea Ann Pelfrey, Radiology**

2<sup>nd</sup> Prize- \$10.00 Canteen Gift Certificate.....**Janet Boykin, Health Administration Service**

3<sup>rd</sup> Prize - Hallmark notepad and pen.....**Clifton Montgomery, Chief Chaplain Service**

**"Congratulations** to the winners and thanks to all who helped celebrate 2012 National Compliance and Ethics Week," Annette Lanier, RN and Compliance and Business Integrity Officer.



**WORSHIP SERVICES  
IN OUR MEDICAL CENTER CHAPEL**  
**PROTESTANT SERVICE: SUNDAYS 2:00 pm**  
**CATHOLIC MASS: SUNDAYS 11:00 am**  
**MONDAY - THURSDAYS 12:00 pm**

All are welcome to join us! Call 910-488-2120 extension 7031 or 5906



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# **ROBESON COUNTY COMMUNITY BASED OUTPATIENT CLINIC (CBOC) IS “SERVING OUR VETERANS CLOSE TO HOME”**



**Located at 139 Three Hunts Drive, Pembroke, NC 28372**

**Telephone: 910-272-3220 or 910-521-8452**

**Hours of Operation: Monday -Friday 8 am to 4:30 pm**

**Primary Care Provider: Dr. Tulula Lowry**

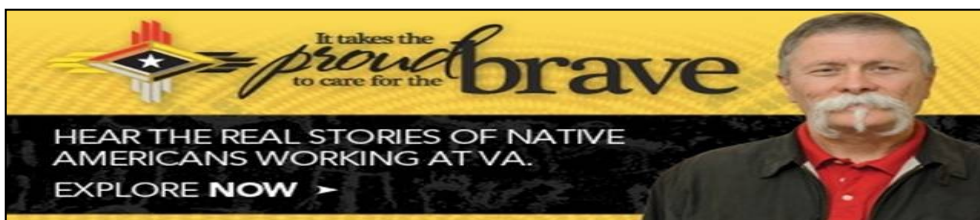
**Nurse Manager: Sonya Oxendine, RN**

Visit the [www.fayettevillenc.va.gov/visitors/Robeson\\_CBOC.asp](http://www.fayettevillenc.va.gov/visitors/Robeson_CBOC.asp) web site!

**Robeson CBOC serves Veterans in the Robeson,  
Scotland, Bladen and Columbus counties; and some areas in S.C.**

**This is YOUR COMMUNITY CLINIC  
conveniently located close to home  
to save all eligible Veterans time and travel for your  
health care needs**

**Services include: Primary Health Care, Mental Health care, Women's Health, Home-Based Primary Care, Telehealth, Secure Messaging, Lab Services, MyHealtheVet registration and a Nutritionist. A clinical Pharmacist is available on site every Wednesday for consultation and care.**



## **The Native American Outreach Program**

promotes real-life stories of Native American VA employees in the form of storytelling to teach, inspire and communicate with potential Native American job applicants. The goal of this campaign is to educate Native Americans on how their culture supports the VA's mission.

The Native American Outreach Program brings the traditional art of storytelling into the 21<sup>st</sup> century by utilizing a digital platform with video and imagery while the employee tells his or her story – the successes, the motivations – on our newly launched site, [www.VAcareers.va.gov/NA](http://www.VAcareers.va.gov/NA).



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# CONSTRUCTION & PROGRESS UPDATES



**The Wilmington Multi-Specialty Outpatient Clinic** continues to rise from the sand as progress continues with the interior framing, central heat/air duct installation, drywall, mechanical piping, electrical and exterior brick veneer to build the 85,000 square foot facility for our Veterans. The site address for the MSOC is 1705 Gardner Road, Wilmington, NC 28405 on the grounds of the New Hanover International Airport.



Design above is the artist's rendition of the **Goldsboro Community Based Outpatient Clinic**. The clinic will serve Veterans in and around the Wayne County area. When completed, the clinic will host two Patient Aligned Care Teams (PACT) to provide primary care, mental health and tele-health services for up to 2,400 Veterans. The Goldsboro CBOC is the first prototype clinic in the Mid-Atlantic Health Care Network (VISN 6) to be built specifically for the PACT model of health care service. It is designed to increase the efficiency of the PACT in providing care to Veteran patients. The site address is 2610 Hospital Road, Goldsboro, NC 27534.



Staff from the **Brunswick County Outreach Clinic in Supply, NC** gathered in front of the facility for a group photo

with the Fayetteville VA Medical Center Director Elizabeth Goolsby and the Brunswick County Board of Commissioners Charles Warren. The clinic staff thanked Commissioner Warren for his help in getting the new directional sign placed on the highway for the clinic entrance. The clinic is located at 20 Medical Campus Drive, Supply, NC 28462. To contact the new Primary Care Provider, Dr. Zbigniew Trojanowski or the Nurse manager, Gail Shope, RN, call 910-754-8574.



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# UPCOMING EVENTS

## MAY:

**May 21 - June 3 - Annual "Click It or Ticket" campaign for the North Carolina Governor's Highway Safety Program (two week campaign).** During the Click It or Ticket campaign, the Governor's Highway Safety Program asks that all law enforcement agencies in NC remain extremely vigilant and increase their occupant restraint enforcement efforts. Please remind your Marines, Sailors & Civilian Employees that putting on a seat belt is the single most effective thing a vehicle occupant can do to prevent serious or fatal injuries.

**May 28 - National Moment of Remembrance** Share a moment of remembrance for our fallen heroes. Along with other Americans, spend a moment of remembrance on Memorial Day, May 28, at 3 p.m. (local time) to represent a unifying act of remembrance for Americans of all ages.

## JUNE:

**June 1 & 2 - Veterans Outreach Celebration - Rockingham Rock Stock at the Rockingham Drag Way, Rockingham, NC.** Activities all day, both days. Friday - Wounded Warrior at 6 pm Saturday - Salute to Soldiers at 2 pm Call the Fayetteville Vet Center at 910-488-6252

**June 20 - Fayetteville VAMC & Village Green Employee Recognition Day,** 11 am –1 pm, open to employees and volunteers. Come out for free food, music and fun activities at the outdoor pavilion area near the basketball courts. For information, call Lucy Williams, 910-488-2120 ext. 7280.

**June 25-30 - 2012 National Veterans Wheelchair Games in Richmond, VA**  
Disabled Veterans can register by calling Voluntary Services at (910) 488-2120 ext. 7027. Visit the [www.va.gov/adaptivesports](http://www.va.gov/adaptivesports) web site for more details!

**June 26 - Fayetteville VAMC Farmer's Market,** 10 am - 2 pm, at the Geriatric Park. Staff and Veterans are welcome to join local farmers bringing fresh produce for sale.

## JULY:

**July 3 - Independence Day Social for staff and Veterans,** Jacksonville Community Based Outpatient Clinic (CBOC), call Clell Penny at 910-353-6406 for more information.

**July TBA - Wilmington CBOC Employee Appreciation Day & Picnic,** open to staff and volunteers. Call Erin Hinson at 910-763-5979 for more information. For dates and times at all other CBOCs, please call the office managers.

**July 24 - Fayetteville VAMC Deployed Staff recognition,** 10 am - 1 pm, Chapel & Medical Center Auditorium, call Angie Moore or Davila Wilfredo at 910-488-2120 ext. 5835.





# Fayetteville VAMC Sees Complexity Level Increase

by Elizabeth Goolsby, Fayetteville VA Medical Center Director

The Department of Veterans Affairs divides Medical Centers into Complexity Levels. The intent of the complexity levels is to group similar organizations for operational reports, performance reviews and comparisons, research studies and budget funding under the Veterans Equitable Resource Allocation (VERA) model. Facilities are divided into one of five levels – 1a, 1b, 1c, 2, and 3. Level 1a are the most complex facilities (Richmond and Durham) to Level 3 being the least complex. The complexity level assignment is reviewed every three years.

There are three sets of variables used in the decision making for determination of complexity level:

- Patient population – volume of patients, complexity of care

- Clinical services complexity – intensive care unit level, surgical (OR) complexity level, number of complex clinical programs

- Education and Research – total number of resident slots and affiliated teaching programs (physician residency programs); research dollars

The current complexity model has been used since 2005 and Fayetteville has been scored as a Level 3, until now.

This year Fayetteville has been upgraded to a Level 2! For our patients, that means we will be able to offer a wider variety of services, with care closer to home. It will allow us to enhance programs already in place and start new programs. For staff, it means new opportunities to use skills in expanded current programs and new programs; it means the possibility of grade enhancements.

With this new Level we have several things we must do to retain the Level and increase it. Our priorities for the next 18–24 months will include:

- Continue to implement a medical oncology program

- Increase surgical program complexity to intermediate

- Increase number and types of physician residency programs

- Start a research program

- Increase competencies and skill levels of nursing staff in medical/surgical and ICU units to match the more complex programs

**This is an exciting and wonderful time for Fayetteville and all of our patients.**



On May 16, more than 200 participants and volunteers walked in the Fayetteville VA2K walk along the medical center fitness trail. Special thanks to the 60 soldiers who joined us from the 1st Military Information Support Battalion (Airborne) from Fort Bragg to show their support for homeless Veterans.



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## Information for Veterans from the Toxic Embedded Fragment Surveillance Center

### **-What are toxic embedded fragments?**

An embedded fragment is a piece of metal or other material, such as plastic, that stays in the body after exposure to a blast or other similar traumatic incident. Another common term used for this material is **shrapnel**. The word **"toxic"** is used to describe fragments that are made out of materials that could be harmful to the health of an individual.

### **-Who can be exposed to toxic embedded fragments?**

The signature wound of the current conflict in Iraq, and increasingly in Afghanistan, is traumatic injury resulting from improvised explosive devices (IEDs). Often wounds associated with blasts or explosions from sources, such as an IED, rocket propelled grenade (RPG), landmine, or grenade, can be contaminated with toxic metals, plastics and composite materials. According to Department of Defense (DoD) estimates, more than 40,000 service members who served in Iraq and/or Afghanistan have embedded fragment wounds.

### **-Why are toxic embedded fragments a concern?**

The specific health problems potentially associated with embedded fragments is dependent on a number of factors, some of which are not completely understood. Due to concern of possible short and long-term health effects, the DoD established a policy (HA Policy: 07-029) requiring that all fragments removed during surgery be analyzed to determine the chemical composition of the fragment. In addition, the Veterans Administration (VA) has established the Toxic Embedded Fragment Surveillance Center. For more information, please visit the Office of Public Health and Environmental Hazards, U.S. Department of Veterans Affairs [http://www.publichealth.va.gov/exposures/toxic\\_fragments/index.asp](http://www.publichealth.va.gov/exposures/toxic_fragments/index.asp) web site.

**-If you have an embedded fragment:** And would like to be tested for toxic materials that might be released from the fragment, talk with your VA healthcare provider (or most appropriate person). They can provide you with a urine collection kit. This kit will include a form that asks about your injury and fragments. It will also include instructions on how to collect a 24-hour urine sample. A 24-hour urine sample is needed to measure the level of toxic materials released from fragments. **For more information about the TEFSC and toxic embedded fragments, please speak with your VA healthcare provider or call the Fayetteville VAMC OEF/OIF/OND Case Management Program patient support assistant, Kathy Bradshaw, at 910-482-5232.**



On May 16, the Wilmington Community Based Outpatient Clinic (CBOC) hosted their first VA2K walk. Community support came from the New Hanover County Sheriff Department and the North Carolina State Medical Assistance Team from the New Hanover Regional Medical Center. We would also like to thank Coca-Cola for the donation of drinks and water. We were able to fill a car full of donated items for the Homeless Vet program. After the event was finished, the staff sponsored a lunch for all clinic staff. Special thanks to all of the Wilmington CBOC staff who made this event possible.



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# First group class to graduate Integrative Health Coaching

by Robin DeMark, public affairs

Thirty-four employees of the Fayetteville VA Medical Center and the Community Based Outpatient Clinics (CBOCs) were the first group to graduate from the foundation course for Integrative Health Coaching, April 9.

These graduates are in the process of becoming certified Integrative Health Coaches (IHCs) from the Duke Integrative Health Coach Professional Training (IHCPT) program at Duke University Health System in North Carolina for certification in September.

"Our team is the first within the Veteran Health Administration to participate in health coach training," said Carolyn Diaz, chief social work service. "We are so excited to be part of a cutting edge program to serve our Veterans."

The IHC program was sponsored by the VA Central Office homeless program to support homeless Veteran populations. "Our health coaches will have the skill sets to reach at risk Veterans and help them identify specific goals to secure housing, employment, education and healthy life choices," said Elizabeth Goolsby, Fayetteville VAMC director. "This program shows great promise in helping to eliminate homelessness for Veterans and provide them with lasting life skills while achieving and maintaining optimal health for themselves."



An IHC may be a social worker, nurse, nurse practitioner, clergy, pharmacist, health care volunteer as well as many other health care professionals. One example of successful health coaching can be found at the Brunswick Community Outreach Clinic in Supply, North Carolina.

"Staff started their training in January and tested their new coaching skills on each other under supervision," said Suprena Hickman, registered nurse at the Brunswick Outreach Clinic. "We saw the program work for us and now we're using it to help our Veterans."

Coaches assist a Veteran in reducing the negative impact of many chronic conditions and by helping to identify their personal values and goals. Veterans decide what their health goals are so a plan can be implemented to change unwanted behaviors and make lifestyle changes they can commit to.

According to Diaz, Fayetteville VAMC and CBOC coaches are applying skills in their clinics and getting positive feedback and results from each other while realizing that coaching works in their personal lives too.

"Our employees are seeing that this program is a living model for patient centered care," said Diaz. "It allows time for the health coach to actively listen to the patient so they can be heard and empowered to take control of their own health."

Whether a Veteran is suffering from an illness like diabetes, heart disease, cancer, or desires to enhance their current state of health, Hickman notes that an IHC can help maximize their ability to achieve optimal vitality and health through behavioral changes and life skills to create a SMART (Specific, Measurable, Action Oriented, Realistic, Timed) goal.

"Veterans start to identify what's most important to them right now by using the Circle of Health & Well-Being chart to create goals," Hickman said. "What is important to them becomes the motivator that changes their behavior. The Veteran sets the goal and becomes the driver."

The ICH program offers each Veteran a health coach who partners with them to make their goals a reality. Currently, employees from the Fayetteville VAMC and the Village Green clinic, Wilmington CBOC, Robeson CBOC, Jacksonville CBOC and the Brunswick County Outreach Clinic are offering individual and group sessions to their patients. Veterans also have the option to use telephone sessions if they have difficulty traveling.

"It is a non-judgmental and healthy patient-centered approach that integrates one's mind, body, and spirit with their physical and mental health needs," Hickman said. "Veterans have decreased their stress levels, improved their food choices and exercise patterns. This reduces their chances of having a heart attack or stroke later in life."



## News from the Fayetteville VA Medical Center (VAMC) and Local Chapter 1738, American Federation of Government Employees (AFGE)



On May 18, the Fayetteville VAMC and the AFGE established a cooperative working relationship to achieve common goals by signing a Labor Management Forum Agreement in the spirit of Executive Order 13522. This will establish an atmosphere of mutual respect and trust in accomplishing the mission of the medical center and the AFGE local chapter 1738.



To contact the AFGE Vice  
President,  
call  
(910) 488-2120 ext. 7408

For more information about the  
National VA Council, visit the  
[www.afgenvac.org/](http://www.afgenvac.org/) web site.



From left to right: Elizabeth Goolsby,  
Fayetteville VAMC director, signs the agreement  
with Essie Hogue, president of the AFGE Local  
Chapter 1738.



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## Fayetteville VA Medical Center Volunteers create the "V" in Voluntary Services for our Veterans

The Voluntary Service Annual Awards Banquet hosted on May 22 celebrated our volunteers.

The theme of this year's celebration:

**"One Person Can Make A Difference."**

During the banquet Elizabeth Goolsby, medical center director, thanked all volunteers for the **41,325 hours contributed during FY11. Volunteers received awards ranging from 100 to 35,000 hours.**

**Gold photo top left of V: John Lynch** a volunteer since 1985, received the 15,000 hour award.

**Gold photo top right of V: Tom Aucoin** received the highest award; a beautifully etched jade crystal commemorating 35,000 hours of service, an achievement that few attain.

**Congratulations to all volunteers!**

For a special presentation, the Voluntary Service Executive Subcommittee surprised Goolsby with an engraved crystal vase in appreciation for her dedication to our Veterans and her leadership. The annual awards thanks our volunteers for their tireless efforts on behalf of the medical center and Veterans we serve.

**When you see our volunteers, please take a moment to thank them for their service.**

**Norma Fraser**  
Chief, Voluntary Service  
910-488-2120 ext. 7027



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# PATIENT ADVOCATE LIAISON PROGRAM

## **AUDIOLOGY & SPEECH**

910-488-2120 ext 7983

## **Hearing Aid Appointments**

M-F 9-11 am, 1-3 pm

910-822-7938

## **COMMUNITY BASED**

## **OUTPATIENT CLINICS (CBOCs)**

**910-822-5192**

### **CBOC Coordinator**

Al Scroggins

910-488-2120 ext. 5738

### **Hamlet CBOC**

Mary Dunlap, RN - Clinic Mgr.

910-582-3536

### **Jacksonville CBOC**

Clell Penny, RN - Clinic Mgr.

910-353-6406

### **Wilmington CBOC**

Erin Hinson, Clinic Manager

910-763-5979

### **Robeson County CBOC**

Sonya Oxendine, RN, Clinic Mgr

910-488-2120 ext. 5593/7889

### **Village Green Clinic**

**Theadora Campbell, PA, Provider**

910-488-2120 ext. 7998/4020

Rosaida DeJesus, RN

910-488-2120 ext. 4020

### **Brunswick County**

### **Outreach Clinic**

Erin Hinson, Clinic Manager

910-754-6141

## **COMPENSATION AND PENSION**

### **OFFICE**

910-483-9727

Nickevett Carey,

Administrative Officer

## **DENTAL SERVICE**

910-822-7029

910-488-2120 ext. 7030

Robin Burke

Dental Supervisor

## **DIALYSIS CLINIC**

910-483-9727

Patty Chapman-Boyce

## **EMERGENCY ROOM**

**910-822-7074**

**910-488-2120 ext. 7459**

Dawn Huffstetler, RN

Assoc. Chief Patient Care Services/

Acute Care

## **ENVIRONMENTAL MANAGEMENT**

### **SERVICE**

910-488-2120 ext. 7039

Bonnie Carmichael

Secretary

## **EYE CLINIC**

910-488-2120 ext. 5169/5690

Margie Stanley, MSA

## **HEALTH ADMINISTRATION**

### **SERVICE**

910-488-2120 ext. 7092

Donnie Sanders, Lead PSA-

Outpatient Clinics

## **HEALTH BENEFITS OFFICE**

910-488-2120 ext. 7016

Grieselle Vega, MSA

## **HOME TELEHEALTH**

910-488-2120 ext. 7162

Shenilla Soloman, RN, MSN

## **LABORATORY**

910-488-2120 ext. 5582

Ercilia Hayden, Lab Manager

## **LOGISTICS SERVICE**

910-488-2120

Randy Gray, Supply Tech. ext. 7364

Brenda Griner, Purchase. Card.

Coordinator. ext. 7149

## **MCCR - (CPAC) Consolidated**

### **Patient Accounts Center**

910-488-2120

Penny Cochran

CPAC Clinical Reviewer ext. 7952

Ms. Ramburt/ Mr. Lane

Billing Inquiries ext. 5079/7626

## **MEDICAL SERVICE**

910-488-2120 ext 7037

Adrienne McClurkin

Administrative Officer

Dr. Nasimul Ahsan, Chief

910-488-2120 ext. 7176

## **POLYTRAUMA CASE MANAGER**

Delva Vereen, RN

910-488-2120 ext. 5907

## **MENTAL HEALTH**

910-488-2120

Linda Mathis, Lead PSA

(Admin Issues) ext. 7097

Janine Mason ext. 5078

## **NEUROLOGY/SCI**

910-488-2120

Deb Gross, NP

ext. 5396/5190

## **NURSING SERVICE**

910-488-2120 Extensions below:

3C Head Nurse ext. 7007

4C Head Nurse ext. 7422 or 7005

Nurse Coordinator ext. 7315

### **Community Living Center**

3A Head Nurse ext. 5131

### **Community Living Center**

4A Head Nurse ext. 7710

## **NUTRITION & FOOD SERVICE**

910-822-7038

Lillian Maupin, program asst.

910-488-2120 ext 7038



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# PATIENT ADVOCATE LIAISON PROGRAM

## PHARMACY SERVICE

910-822-7014 or 7015  
910-488-2120 ext 7014  
Jennie Christian  
Automated Pharmacy Line

## PHYSICAL MEDICINE & REHAB

910-482-5249  
**Occupational Therapy**  
910-488-2120 ext. 7330  
Brenda Montalvo

## PRIMARY CARE SERVICE

910-482-5192  
Rebecca Cockman  
PCMM Coordinator .  
910-488-2120 ext. 7172  
Administrative Officer ext. 5068  
Alvin Scroggins  
CBOC Coordinator ext. 5738

## PRIMARY CARE CLINICS

910-482-5068  
**BRAVO Clinic**  
**910-488-2120 ext. 7004/7842**  
James Scott Smith, RN  
910-488-2120 ext. 7695  
**DELTA Clinic**  
Pearline Reid, RN  
910-488-2120 ext. 5674/5287  
**DOGWOOD Clinic**  
Lillian Ortiz  
910-488-2120 ext. 7700/7001/7746

## INDIGO Clinic

Tarita Hughes, RN  
910-488-2120 ext. 7432  
INDIGO - Julia Mosley, RN  
ext. 7139/7916

## DIABETIC MANAGEMENT

910-488-2120 ext. 5526/5141  
**Women Veterans Program Mgr.**  
910-488-2120 ext. 7979  
Dr. Eglintine Rigaud

## PROSTHETICS SERVICE

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